

my phone bill was changed without my approval.i wasn't receiving my bill,when i call sbc they said i was getting ebill they said that only i can order this.i don't pay bills online.i don't even have a bank account or credit cards.they also changed my service,i was paying \$20.00 flat rate for unlimited long distance a month & they said since my bill was not payed they took all of my special features off my account.so i was billed out rages for long distance calls.i didn't pay my bill,because i had not received it.they did not even let me know that my service had changed.i was paying my flate rate each month,and didn't know my bill was so high...can you help me? i am not paying for there mistake,they are saying i am in the wrong.....thanks